



Agenda

- Standardization vs. Freedom of Choice
- Benefits of Standardization
- Current LBNL Desktop Population
- Currents Standards & Support
- CSAC/ITSD Standards Committee

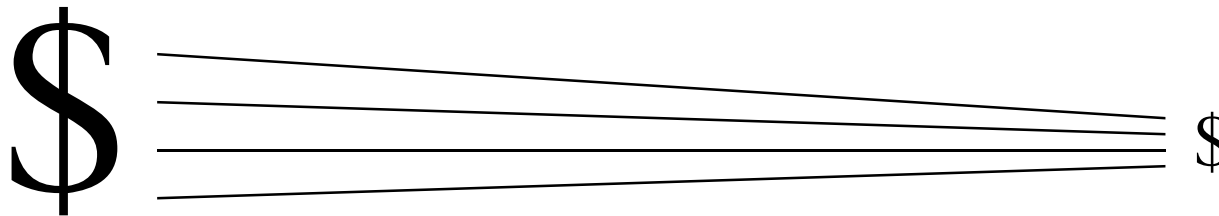
The Challenge



What is the appropriate position for computer support at LBNL?

Complete Freedom
Of Choice

Strict
Standardization



Benefits of Standardization



- Reduce Development costs
 - Design
 - Coding
 - Testing
- Reduce Ongoing Support Costs
 - Software and hardware maintenance
 - Training
- Increased opportunity for economies of scale
 - Site licenses
 - On-site consulting and break/fix support (only possible for recharge operations if the business volume justifies it)

Benefits of Standardization – con't.



- Better support for collaboration (data exchange)
- Increase productivity when moving between organizations
 - ASD flywheel
 - Administrative Support staff

LBNL Desktop Population



- Based on three month history of Port Scans ending in March 2000
- 12,010 different devices
- Data consisted of Media Access Control (MAC) numbers and associated vendors assigned to those numbers
- Study considered the top 40 MACs represented 10,049 devices
- Of the 10,049 devices, 7069 were thought to be computers (server or desktop)
 - 3755 PCs
 - 2112 Macs
 - 1200 Unix workstations

Desktop Trends



Approximate FY00 Buying History

- Micron PCs	582	54%
- Other PCs	265	25%
- Macs	144	13%
- Sun	53	5%
- Alpha	16	1.5%
- Other Linux (PC)	6	0.5%
- Other Unix	12	1%

Operating System Software (Now at the Lab)



<i>Microsoft</i>	<i>Unix</i>	<i>Other</i>
DOS	IRIX	OS2
Windows 95	Solaris	MAC OS 8.x
Windows 98	AIX	MAC OS 9.X
Windows ME	HPUX	MAC OS X
Windows NT4	FreeBSD	VMS
Windows2000	SunOS	Netware 4.x, 5.x
Windows CE	Tru64	
	Linux (Red Hat)	
	Linux (other distributions)	

Operating System Software (Currently supported)



<i>Microsoft</i>	<i>Unix</i>	<i>Other</i>
<i>DOS</i>	<i>IRIX</i>	
<i>Windows 95</i>	<i>Solaris</i>	<i>MAC OS 8.x</i>
<i>Windows 98</i>		<i>MAC OS 9.X</i>
		<i>MAC OS X</i>
<i>Windows NT4</i>		
<i>Windows2000</i>		<i>Netware 4.x, 5.x</i>
	<i>Tru64</i>	
	<i>Linux (Red Hat)</i>	

Blue indicates standard

Operating System Software (Future Standards)



<i>Microsoft</i>	<i>Unix</i>	<i>Other</i>
	<i>Solaris</i>	
		<i>MAC OS X (tbd)</i>
<i>Windows2000</i>		
	<i>Linux (Red Hat)</i>	

Red indicates to be determined

Desktop Software



MS Office	Macromedia Fireworks	Exceed
MS Project	Macromedia Flash	Netobjects
MS Access	Visio	Star office
MS Frontpage	Canvas	Filemaker
MS PhotoEditor	Dreamweaver	Timbuktu
Adobe Photoshop	Claris Homepage	VNC
Adobe Illustrator	Adobe Pagemaker	Norton Antivirus
Adobe InDesign	QuarkXpress	Winzip
Adobe Acrobat	Framemaker	SSH
Adobe Golive	Pagespinner	Eudora

Current Standards - PCs



- Hardware
 - Desktop PCs from Micron – 3 different base configurations
 - Laptops from Dell
- Operating System Software
 - Windows 98 (Administrative users)
 - Windows 2000
- Applications
 - Netscape Email (server and client software)
 - Steltor Calendar Product

Standard Desktop Software Load



- Microsoft Office
 - Excel 2000
 - Word 2000
 - Powerpoint 2000
 - Access 2000
 - Access 97 (for compatibility with legacy apps)
 - Photo Editor 3.1
- Norton Antivirus 2000
- Acrobat Reader 4.05
- LanWorkplace Pro 5.1 (TCP utilities-telnet, ftp etc.)
- QuickTime 4.1.1
- Netscape Communicator Professional version 4.75
- Internet Explorer
- Winzip
- F-Secure SSH 1.13
- J-Initiator (for Weblets, Pcard runtime environment)

Current Support for Macs



- MAC/PC Hardware and Software Support
- Help Desk Support
- Supported by Infrastructure Applications (email, calendar)
- Limited support for Administrative applications
e.g.Pcard, Weblets

Current Support for Unix



- Unix Group Support
 - Service Level Agreements
 - Time and Material Support
- Full Support for Solaris and Linux
- Full Support for IRIX and Tru64
 - Expected to be dropped in the future if buying trends continue

Incentives and Disincentives



- Faster Procurement
 - Use of established Basic Ordering Agreements (BOAs)
 - Credit card (Pcard) versus Purchase Order
- Waivers required for non standard PC's
- Better and Faster Support at the Help Desk
- Use of centrally negotiated vendor support contracts
 - SGI Varsity Contract
 - HP Printer repairs
- Better prices
 - Site licenses
 - Volume discounts

- How should the Lab determine appropriate level of standardization?
- What criteria should be used to select standards?
- What process should be used to select standards?
- How should standards be updated and how frequently?
- How should non-standards be supported?

Proposed CSAC/ITSD Committee